



# LILLE GRAND PALAIS - ZENITH DE LILLE

## CSR & QUALITY POLICY

Lille Grand Palais - Zénith de Lille is a **public-private partnership** offering **three areas of expertise: venue management, event production and event management.**

The **45,000m2 building** includes an **exhibition hall, a conference centre** and the **Zenith concert arena.**

For over 10 years, the company has put **sustainable development at the heart of its business strategy.** Renovations have been carried out, demonstrating **our capacity to meet the challenges of tomorrow.** More than ever, we strive to be **more committed**, innovating constantly by **engaging with our suppliers and service providers**, offering a **rewarding working environment**, strengthening our actions within the local ecosystem, **enriching customer experience** and **creating new events.**



For two years Lille Grand Palais - Zénith de Lille has used the **We Comeet** strategy to place its businesses in a virtuous dynamic.

**WE**  
Our people

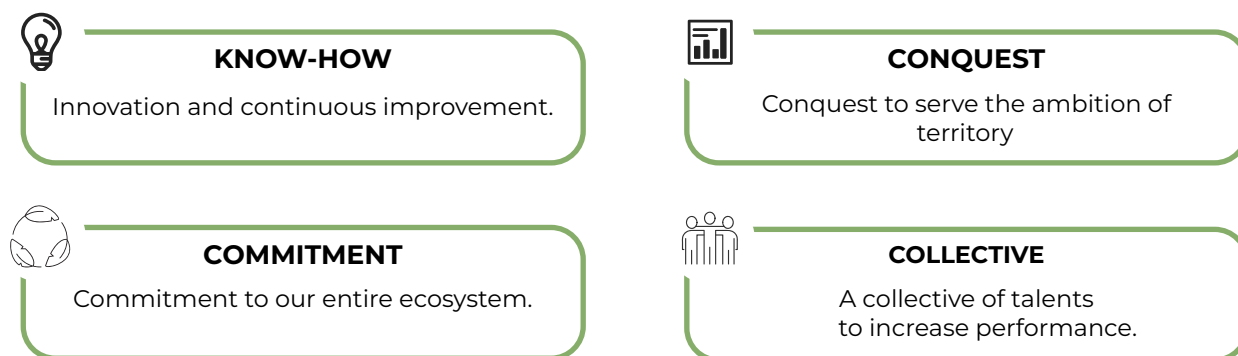
**CO**  
Our stakeholders

**MEET**  
Creating sustainable meetings

### A program built around 3 axes...



### ... And our 4 values



#### International certification :

#### ISO 20121 : 2012

This international certification was awarded in 2022. It recognises a **management system** that **hosts and organises events** which **contribute to the economic, environmental and social aspects** of **sustainable development.**

#### A comprehensive approach to quality to meet fundamental objectives :

- Satisfy our stakeholders and provide them an answer.
- Progress toward an organizational performance

## Our fundamental principles

### CLIENT EXPERIENCE

We master each step of the customer journey to offer a tailor-made experience

### QUALITY OF THE OFFER

We measure the satisfaction of our customers to adapt our commercial offers, prioritize our investments and adapt our annual action plans.

### TALENT & KNOW-HOW

A team of empowered and trained professionals working in project mode to support our clients.

### MANAGEMENT OF QUALITY

A responsible management system is in place: broken down into operational objectives and based on effective processes and tools.

## Our Mission

Our mission is to serve the region and support its development sustainably through innovative solutions and services.

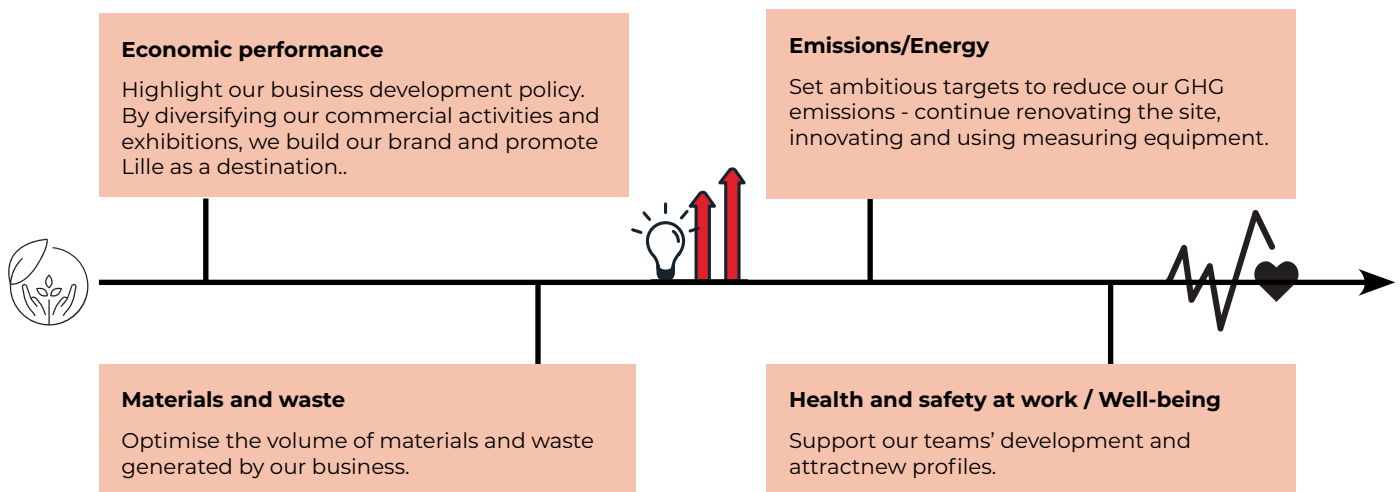
## Our Vision

Lille Grand Palais - Zenith de Lille, a major and unique player in business tourism and performing arts, aims to host and organize more responsible events that contribute to the attractiveness of the area..

## Our medium-term challenges

- Developing a socially responsible supply chain
- Environmental compliance
- Diversity and equal opportunity
- Client data confidentiality
- Raising sustainable development awareness
- Heritage and sharing best practice

## Our priority issues



Notre entreprise s'appuie désormais sur les lignes directrices de la norme **ISO 26000** et notre politique intègre de façon transversale ses 7 principes :

- **Accountability** : communicating on the impact of our activity
- **Transparency** : regular updates on performance and decision-making
- **Ethical behaviour** : promoting our values and integrity
- **Stakeholder recognition** : identification, dialogue and evaluation of partners
- **Respect for the rule of law** : complying with applicable regulations
- **Respect for international standards of behaviour** : the primacy principle
- **Respect for human rights** : vigilance, prevention and diversity

We are committed to **reinventing** and **developing the events sector** - **uniting stakeholders** on the path to **sustainable development** while meeting compliance obligations.

The ultimate goal is to **support dynamic transition** through **continuous improvement**, driven by **our teams' know-how** and **passion**.